

J _____ P _____
4xx Lehman, Apt. xxx
Bowling Green, OH 43402
November 18, 2003

Owner
Avenue Auto Clinic
1251 Mentor Avenue
Painesville, OH 44077

Dear Sir,

I am writing you to express my feelings of the exceptional service your company provided me in a very stressful time. I would like to thank Mike and all of the Avenue Auto Clinic employees for providing me with a service that went beyond all my expectations on what I believed car service should be like. I usually don't consider going to Avenue Auto Clinic since they are in Cleveland and I am usually in Bowling Green, but now they are on top of my list.

Being a college student that lives off campus and goes home once a month I depend heavily on my car, not only to get around town but also to visit my family who are three hours away. My car enables me to maintain a part time job and provides transportation to school. These reasons alone show how valuable my car is in my everyday life.

Two weekends ago I decided to go home for the weekend and visit with my family. When I arrived home Friday night, I noticed that my car was leaking fluids under my car. I wasn't sure of what to do since it was around 7 p.m. and I knew all car places were closed. I explained to my dad what had happened and he suggested that I take my car that night to Avenue Auto and drop off my keys with a note explaining the urgency. My dad recommended Avenue since he was a regular customer and he liked the people that worked there. I did what my dad recommended but I was still nervous about Avenue Auto being able to fix my car since on Saturdays they are only open till 12 p.m. and I was sure they already had scheduled appointments for that morning.

The next morning, around 9:30 a.m., I received a phone call from Mike, an Avenue Auto employee, explaining to me that they we're going to start on my car first since they knew I needed it to get back to school on Sunday. That was a great relief to me knowing that my car would be ready for me to drive back to school.

Around 11:30 a.m., Mike called to notify me that they fixed the anti-freeze fluids that were leaking in my car and that it was ready to be picked up. He also explained to me that there was a small crack in the oil filter that they noticed so they patched that up for me also. I was really impressed that they took the time to fix my other car problem also. It just showed me that they were professionals in the auto repair business and have an extensive knowledge on car repair. When I arrived at Avenue Auto to pick up my car, I thanked Mike for all his help and told him from now on, when I have a car problem and I am in Cleveland, they will be the first place I turn to. Again, thank you very much for the great service I received from your invaluable employees.

Sincerely,

J _____ P _____